



Youth Worker Safety

Retail Industry

In late spring and early summer, many high school and college youth start summer jobs. According to the Bureau of Labor Statistics, Homicide/Assault are the leading cause of death among youth in the retail industry, accounting for nearly two-thirds of the youth fatalities in the industry. Many teens' first work experience is in the retail industry. This fact sheet helps identify potential hazards and provide solutions to specific activities within the retail industry.

Work Environment:

Activities

- Work at cash register
- Stock shelves
- Setup merchandise displays
- Greet Customers
- Clean floors
- Provide customer service
- Prepare merchandise
- Sell merchandise

Primary Hazards and Solutions:

Workplace Violence

- Post emergency telephone numbers
- Ask supervisor what to do in an emergency
- Do not resist during an attempted robbery
- Do not work alone at night
- Do not argue with irate customers – use conflict management skills

Lifting and Carrying Heavy Objects

- Get help lifting; use your legs, not your back
- Avoid twisting while lifting
- Don't overreach
- Use wheeled carts to transport boxes and merchandise

Primary Hazards and Solutions:

Slippery Floors

- Wear sturdy non-slip, footwear; water proof in wet areas
- Use non-slip mats when provided
- Use caution signs on wet floors

Cleaning Chemicals

- Ask for training before using chemicals
- Read labels before using/follow Material Safety Data Sheets (MSDS)
- Wear personal protective equipment (PPE), including gloves and eye protection when required
- Keep your work area clean

Prolonged Standing

- Wear shoes with well cushioned instep and soles
- Use foot rest bar or stool to continually shift weight from one foot to the other
- Use anti-fatigue mats when provided

Cashiering

- Don't count cash in front of customers
- Close till right after each transaction
- Don't keep large bills in till, do a cash drop frequently
- Keep cash register in line of sight of other employees
- Have proper posture at check-out stands to avoid neck, shoulder, and elbow discomfort

Other Job Safety Issues

- When unsure, ask questions
- Follow workplace training and procedures
- Do not perform the work if you have not been trained
- Keep walkways free from clutter
- Report potential hazards
- Read and follow all warning signs and postings
- Use stress management techniques in a fast-paced environment
- Do not confront a potential shop lifter – call your supervisor
- Learn proper use of ladders – don't stand on top rung

Employers must be aware that certain work activities are restricted for workers under the age of 18 by the Michigan Department of Labor and Economic Growth, Wage Hour Division. For more information, visit the Wage Hour website at: www.michigan.gov/wagehour.

Contact: Consultation Education & Training (CET) Division
Michigan Occupational Safety & Health Administration (MIOSHA)
7150 Harris Drive, PO Box 30643, Lansing, Michigan 48909-8143
517-322-1809 or www.michigan.gov/miosha



Resources: Occupational Safety & Health Administration (OSHA)
www.youth2work.gov

